

INTAMEL IS A ROUND TABLE OF IFLA

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AMMAN PREPARES A SPECIAL WELCOME

CONFERENCE

Mohammad Subeihi, the Director of the Department of Public Libraries in Greater Amman, is planning a stimulating programme for INTAMEL's first visit to Jordan (and to the Middle East). Following a VIP reception to launch the conference, which will be based in the Al-Hussein Cultural Centre, the first four days will be devoted to the professional programme and INTAMEL sessions.

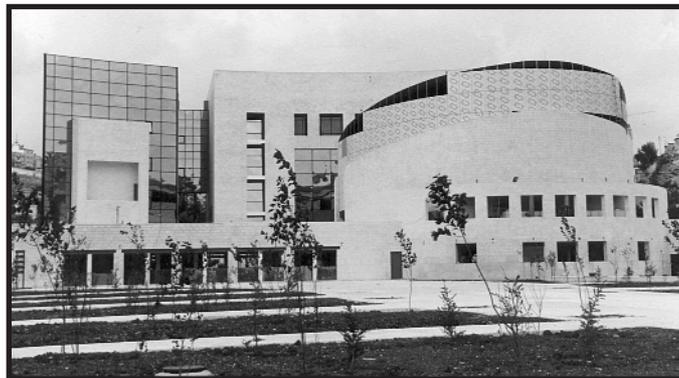
While at this stage details are provisional, the programme will focus on a range of library services in Jordan, with papers covering public and school libraries, IT community centres, university and national libraries, and the Jordan Libraries Association. Library visits are being arranged, including to Jordan University Library and the

Monday 24 to Sunday 30
September 2001
INTAMEL Conference
Amman, Jordan

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Abdul Hameed Foundation Public Library.

In line with recent conference practice, time has been allocated for papers by INTAMEL members, addressing current concerns or sharing experience potentially of wider application. Such sessions are now an integral part of the INTAMEL conferences, enhancing and complementing the focus on the host library. Mohammad asks members intending to give papers



The Al-Hussein Cultural Centre – venue for the 2001 Conference

to contact him as soon as possible in order to facilitate scheduling of and arrangements for the session(s). It is intended that the papers, or a resumé of them, will be mounted on INTAMEL's web pages on IFLANET.

An accompanying cultural programme gives members the opportunity to explore Jordan's historical and cultural heritage, with visits to sites in the North of the country and a trip south to Aqaba on the Red Sea for an overnight stay prior to visiting Petra, Jordan's most famous historical site of all. ●

Outline Provisional Conference Programme

Monday 24 September

- Opening Ceremony and Welcoming Reception
- Public Libraries in Jordan, School Libraries in Jordan
- Sight-seeing tour in Amman
- Official dinner

Tuesday 25 September

- Jordan Libraries Association
- National Library
- Abdul Hameed Foundation Public Library visit

Wednesday 26 September

- Jordan Universities
- Jordan IT Community Centres
- Jordan University Library visit

Thursday 27 September

- INTAMEL Business Meeting

Friday 28 September

- Trip to Jerash Roman city and Irbid, to visit Al-Yarmouk University and Umm Qais antiquities city

Saturday 29 September

- Trip to Aqaba (overnight stay)

Sunday 30 September

- Visit to Petra, return to Amman



The entrance to Amman Central Library (left) and young readers in the Central Children's Library

PROFILE

Zaragoza is one of the most important Spanish cities with about 601,000 inhabitants. Its Municipal Library Service has the following centres:

- Central Office, with centralised management, acquisition, cataloguing and other library processes, and a reasonable degree of centralisation of programmed activities;
- six Branch Libraries in urban districts with more than 30,000 inhabitants. (Three more will be opened in the next three years);
- 15 Branch Libraries in urban districts with less than 30,000 inhabitants and rural areas with more than 2,000 inhabitants.

Most of these branches are situated in locations with other municipal services such as social and cultural ones; all of them share the building and benefit from common facilities such as exhibition and meeting rooms, classrooms, etc. They also become good neighbours, sharing close interests and users.

All these libraries provide adult and children's services and anyone of any age may join. The system has an automated union online public catalogue which covers 82% of the items in the total collection. The centres are connected to the Internet and in June 2000 we launched our web page.

In order to extend, improve and update the services we offer, our aims are to:

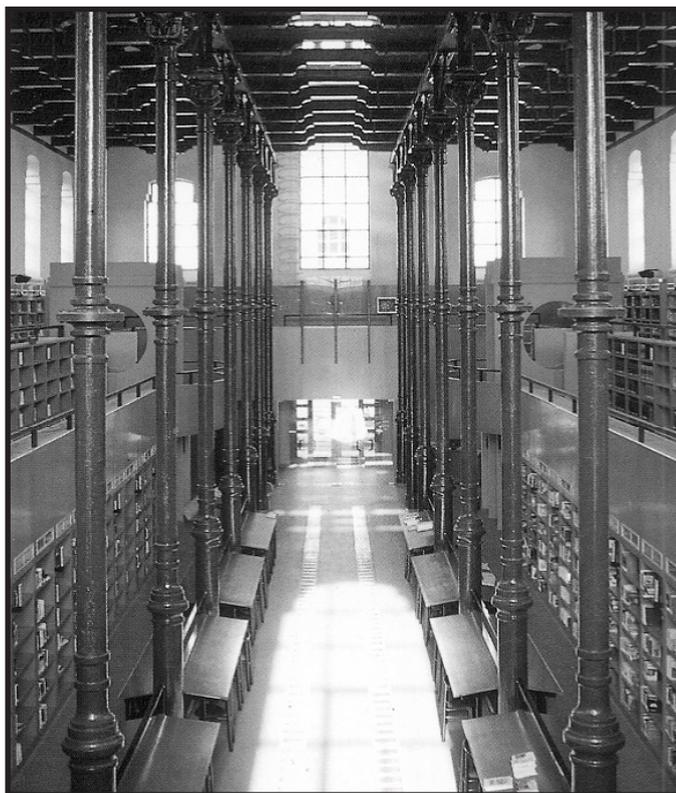
- provide access to information in any kind of material to everyone:
 - offer a continually updated collection;
 - promote the widest possible awareness of the Library Service, resources, facilities and activities;
 - encourage the use of collections by all the citizens, with special emphasis on children;
 - introduce new materials into our collections.
- update the Public Library's social role in the Information Society:
 - contribute to the modernisation of public services by enabling everybody not only to access information through ICT, but also to acquire the knowledge about how to use it;

ZARAGOZA STORY

The Municipal Library Service of Zaragoza is INTAMEL's newest member. Its Co-ordinator, Pilar Bes, introduces a service which makes wide use of shared premises, and outlines its aims.

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- become a meeting point, where people can communicate and debate, and which provides general, practical and communal information and also delivers information from local organisations. This role is easier to develop because of the location in common buildings with other social and cultural services.
- offer opportunities for personal growth and lifelong learning:
 - promote and develop skills in information retrieval;
 - work in partnership with learning institutions to develop and improve learning opportunities;
- promote reading as a free and pleasant activity and also as a social and group activity.
- provide a user-focused service:
 - promote the widest possible awareness of the Library Service, resources, facilities and activities;
 - extend accessibility to Library services –
 - increase the number of branches
 - extend the opening hours (including, in some periods, small hours for students)



The Biblioteca Publica Ricardo Magdalena in Zaragoza

INTLIB – INTAMEL'S LISTSERV

INTLIB is provided by IFLA as part of its IFLANET service.

- To join INTLIB, contact list owner/moderator Stuart Brewer, Information Co-ordinator. Tel: +44 (0) 191 281 3502 stuart@wressell.demon.co.uk
- To post messages on INTLIB, send to: intlib@infoserv.nlc-bnc.ca

- offer temporary services in special places (lending services in sports facilities, such as swimming pools in summer);
- improve the accessibility of collections –
 - maintain the union catalogue online and make it accessible from all branches
 - make possible reservations online
 - promote interlibrary loans;
- do users' needs studies and surveys;
- introduce quality management systems. ●

STOCKHOLM PREVIEW

CONFERENCE

Inga Lundén, Director of Stockholm City Library, looks forward to meeting INTAMEL colleagues in Amman, to discuss the 2002 Conference in Stockholm. Here she shares some preliminary thoughts. She hopes that the week of **9 to 13 September 2002** might be a suitable date. "Stockholm will be at her best at this time," she writes, "inviting you all to her blue and green beauty". It will still be warm enough to enjoy the archipelago and the city's many large parks.

Inga and her colleagues are considering potential themes such as: "What is the quality of the encounter between literature and the reader and how do we improve it?" and "The Stockholm City library brand: what does it communicate and how do we make it more visible?"

"The beautiful Asplund library, the main library of Stockholm, is probably one of the most well known public library buildings in Europe. How do you develop such a building without destroying its value?" and "Literacy programmes in co-operation between libraries and schools with 50 different languages – how do we get them into the mainstream budget?"

Following discussions in Amman, Inga will draw up a programme. Jan Boman will be her partner in planning the conference. ●

LANDMARK LIBRARY OPENING

BUDAPEST

Participants at the 1998 INTAMEL conference in Budapest could only *hear* about our plans and ideas for the Ervin Szabó Metropolitan Library. The following year in Zürich and last year in St. Louis, we talked about the construction work and moving items to their new premises. I can now report that November 15th 2000 was the 'big day' in the cultural life of Budapest when the new block was inaugurated by the Minister of Culture of Hungary, the Mayor of Budapest and the Deputy Mayor.

They all emphasised that, beyond traditional functions, today's libraries have a crucial role in disseminating culture and helping people to orientate in an information society. They also talked about their personal experiences, and their love of and attachment to books.



A welcoming and spacious area.

The inaugural ceremony marked the end of an era and the beginning of a new in the history of the library. It is quite different from the old one. The architects and designers had an up-to-date, reader-friendly, modern public library in mind when they drew up the plans, defined the size, and designed the rooms and services.

No one would say that the past two years have been easy. Construction work began in 1998 and since then, despite numerous problems and difficulties, we have been serving our readers in the historic Wenckheim Palace building. The

Dr. Peter Fodor, General-Director of the Ervin Szabó Metropolitan Library in Budapest, reports on the Central Library's new block which was given a high-profile launch in November.

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difficult circumstances during the construction have tried the patience of both readers and librarians.

The library remained open till June 15th 2000 and readers appreciated our efforts to maintain 'business as usual', understanding that we were trying to work in their interests. In retrospect this decision, which initially provoked much debate, was a reader-friendly one. I would like to thank both readers and librarians for their patience, and our library network for undertaking the tasks, services and help for readers during the five-month closure.

The new library opened its doors on November 20th. We were all excited, tense and anxious – there was a lot at stake. Everything was new: the building, the service system, the database, and many of the staff. Librarians and readers are all learning to use it.

It's impressive how quickly visitors have made themselves at home in the browser room and the reading rooms; how quickly they have



Monster's lair at the heart of Budapest Central Library – with the new block on the left.

discovered the new facilities provided by the computers, almost 200 of which are now available. And our new services are attracting new readers. Statistical data for the first week show that the new opening hours (Mon to Fri: 10 am-8 pm; Sat: 10 am-4 pm) are also appreciated.

Visitors are obviously happy: the spaces are well arranged and small modifications during the furnishing created an even more comfortable and friendly ambience. Of course, we are still paying close attention to what might be changed in the short or long run. Probably by fall

2001, the reconstruction of the Wenckheim Palace will be complete and the library will be available for the public in its totality.

It must be said that the 3 billion HUF net investment requires hard work. The Government and the Budapest Municipality, with the approval of the Hungarian Parliament, provide the finances for an investment that enriches not only the library system of Budapest but also that of the whole country. It is good news that the Municipality has raised our subsidy this year and accepted our financial claim to raise the funds for staffing. These steps have contributed considerably to our ability to re-open the library.

The almost 100-year-old debate on where to build the capital's central library has been resolved. We can now focus on making it work in a reliable and reader-friendly way, and on improving facilities to serve readers more effectively. At the same time we are beginning to renew and develop our network, preserving and even improving everything that is worthwhile. This is the task now before us. ●

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INTAMEL on the WEB

www.ifla.org/VII/rt3/rtiamcl.htm

PIONEERING THE HYBRID LIBRARY

HELSINKI

Finnish culture is firmly grounded on literacy. We are renowned for being avid readers and library users, and our library services are a basic public utility enshrined in the law. On average a Finn will borrow 19 books a year from one of the 950 public libraries or 208 book mobiles in the country. Finland has a population of 5.2 million. The capital, Helsinki, has half a million inhabitants.

Helsinki City Library, founded in 1860, is the largest public library in the country and it also serves as the Central Library for Public Libraries in Finland.

Our public libraries, among them Helsinki City Library, are well known for their remarkable statistics, world-class architecture, speed in exploiting information technology and co-operation on a national level.

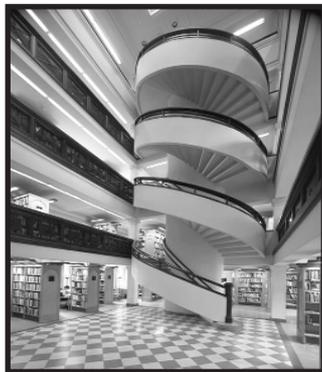
Cable Book Library as a pilot for IT-services

Helsinki City Library was one of the first public libraries in the world to offer Internet services to its customers. The pilot was Cable Book Library (founded 1994) which

Maija Berndtson, Director of Helsinki City Library, which recently joined INTAMEL, introduces a library service famous for its pursuit of cutting edge innovation to achieve long-established goals.

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even today distinguishes itself as a provider of Internet and IT-services. Cable Book Library first started in Nokia's old Cable factory, then moved to a building called Lasipalatsi (Finnish for Glass Palace) in the city centre.



Rikhardinkatu branch library, formerly the city's main library



At an iGS (information Gas Station) in Helsinki

Our goal from the very beginning has been that the IT services offered to Helsinki citizens are equally accessible and of high quality throughout the library system. Every branch provides Internet access for customers, free of charge. The total number of workstations is currently over 200.

information Gas Station – a modern way to serve the customers

The idea for a new service system, iGS, was born in the Cable Book Library in spring 2000. The information service station is new both as regards the appearance and the service principle. The idea for the iGS came from a gas station. It serves customers either on the spot, by phone, by fax or even via text messages (SMS). It

consists of two elements: at the Service Station customers get individual supervision and instructions but they can also seek information on their own at an Information Pump, ie. a separate workstation iGS which was installed with the money Helsinki City Library received from the Bill & Melinda Gates Foundation in 2000. This first annual Access to Learning Award, 1 million dollars, was awarded to Helsinki City Library for its outstanding practices in increasing access for all people to computers and the Internet. <<http://igs.kirjastot.fi>>

Something old – something new

iGS is an excellent example of the Helsinki City Library's aim which is to combine old and well proven methods with new, innovative ones. The goal is a hybrid library which can meet customers' varying needs in a multifaceted way. ▼

UTRECHT TO UK

A stimulating range of library services and programmes in the North East of England have recently been visited by a group from the Utrecht Public Library. Led by Director Ton van Vlimmeren, the group aimed to learn at first hand about the role of metropolitan libraries in lifelong learning, social inclusion, regeneration and in the provision of information services, and about the opportunities for co-operation with the education sector (schools, colleges and universities), for learning partnerships, and for collaboration with other organisations.

During the two-day study tour, Ton and colleagues Ada Velthoven, Hetty Staatsen and Herman Scheffer, visited libraries and met key staff in four of the neighbouring Boroughs: North Tyneside, Sunderland, Newcastle upon Tyne and Gateshead, which, together with South Tyneside, serve a conurbation of 1 million people. Highlights of the tour included integrated services to children and schools, expanding ICT facilities and training for the public, website publishing, in-depth



Jeff Devine, Assistant Director, Community Learning, City of Sunderland (left), with Ton van Vlimmeren and Utrecht colleagues

resources for local history and for the business community, involvement with the arts, new library premises, and accessible services for people with visual impairments. Praising the hospitality received by his team, Ton commented on the positive, entrepreneurial and risk-taking approach among the library managers they had met. The tour was organised by INTAMEL member Stuart Brewer (retired City Librarian, Newcastle). ●

Helsinki City Library in a nutshell

- Public access points: the main library and 36 branch libraries, two mobile libraries (43 stops), 18 libraries in institutions and two other service points, plus a home delivery service.
- Online services can be found at <www.lib.hel.fi/english>.
- Collection: 2.0 million
- Total borrowings: 9.1 million
- Visits: 7.1 million
- Virtual visits: 15 million
- Operating expenses: FIM 154.9 million (USD 23.7 m); personnel 500

Figures relate to 2000.